

FIG. 1C

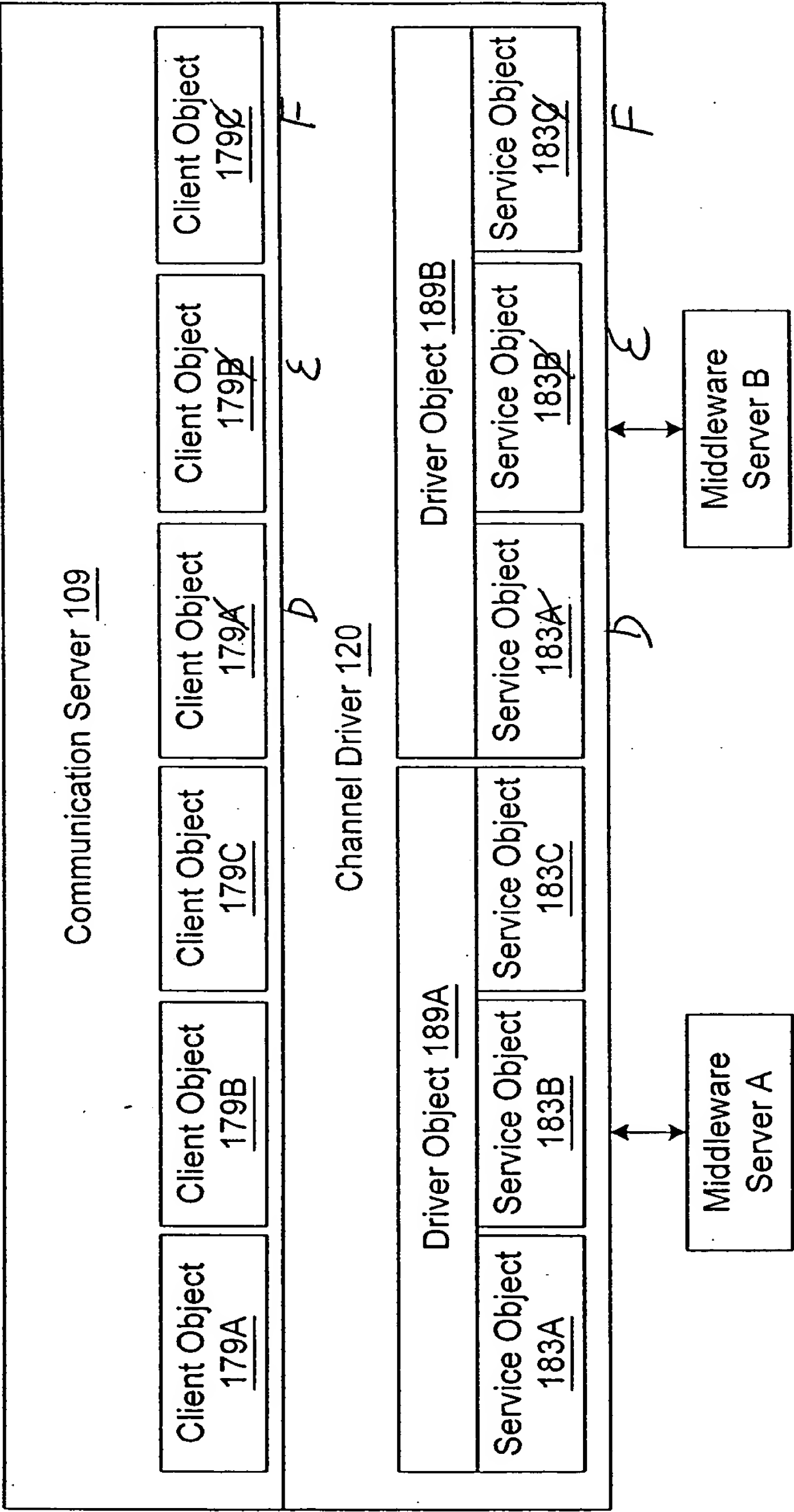


FIG. 11

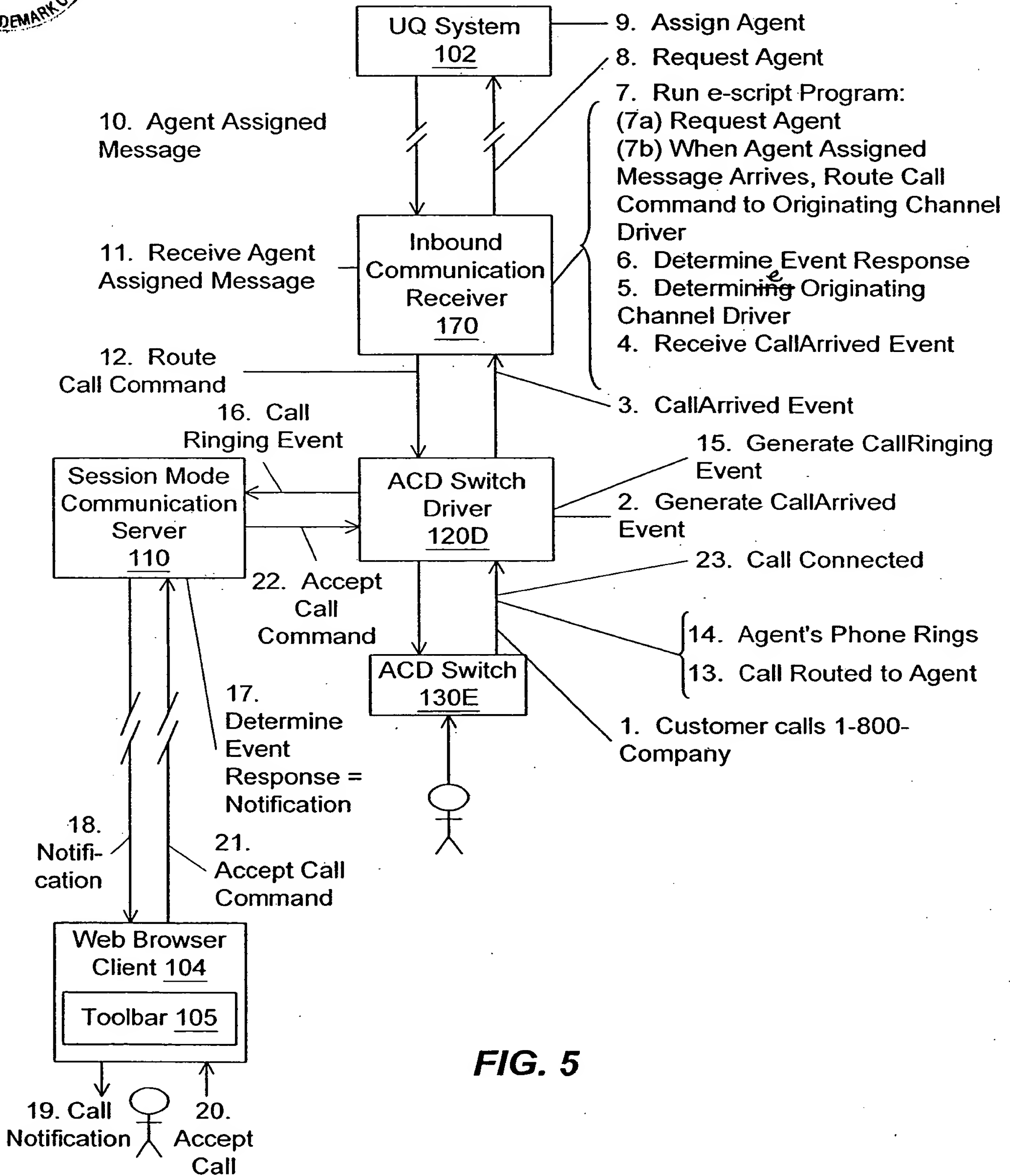


FIG. 5

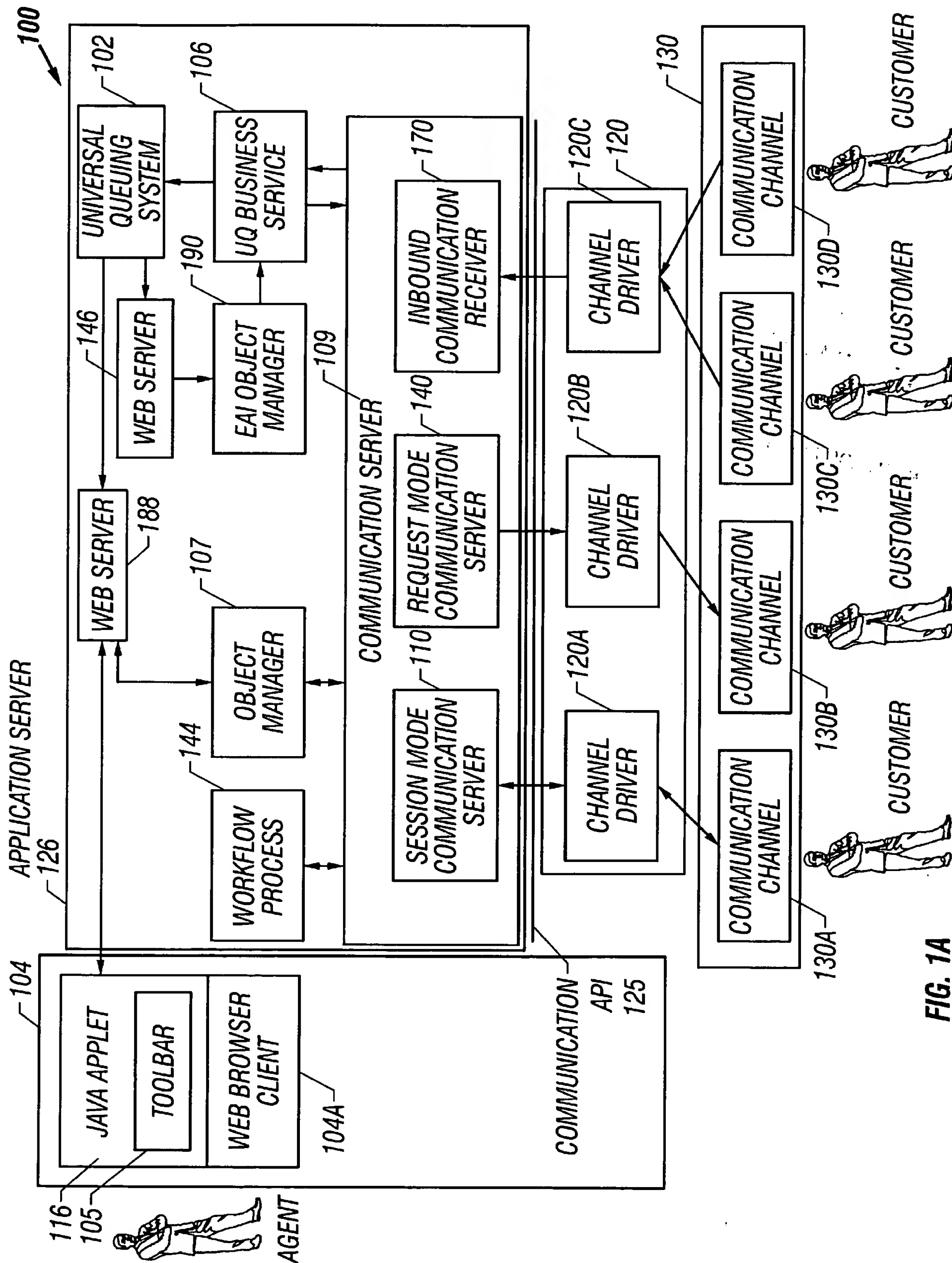


FIG. 1A



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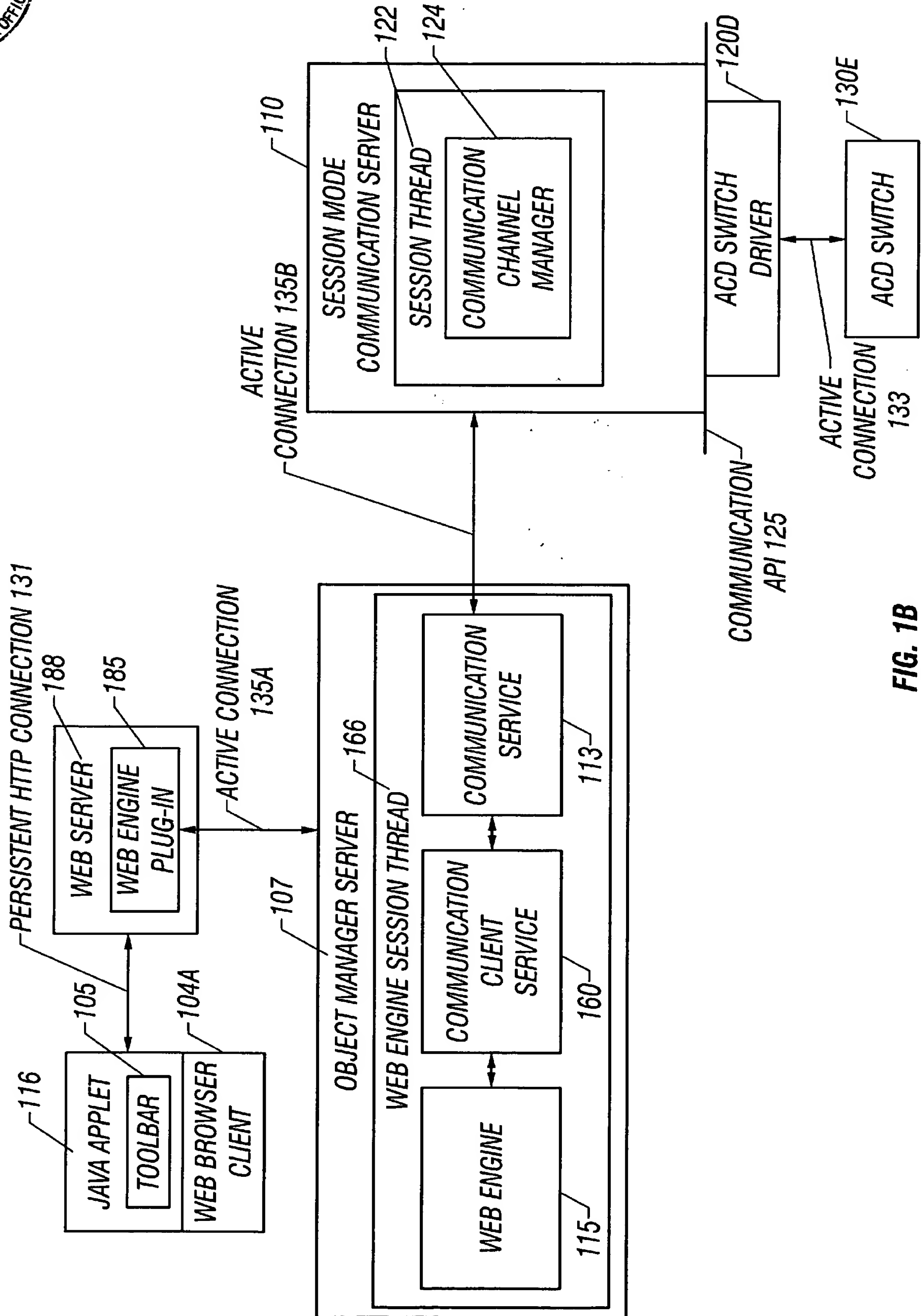


FIG. 1B

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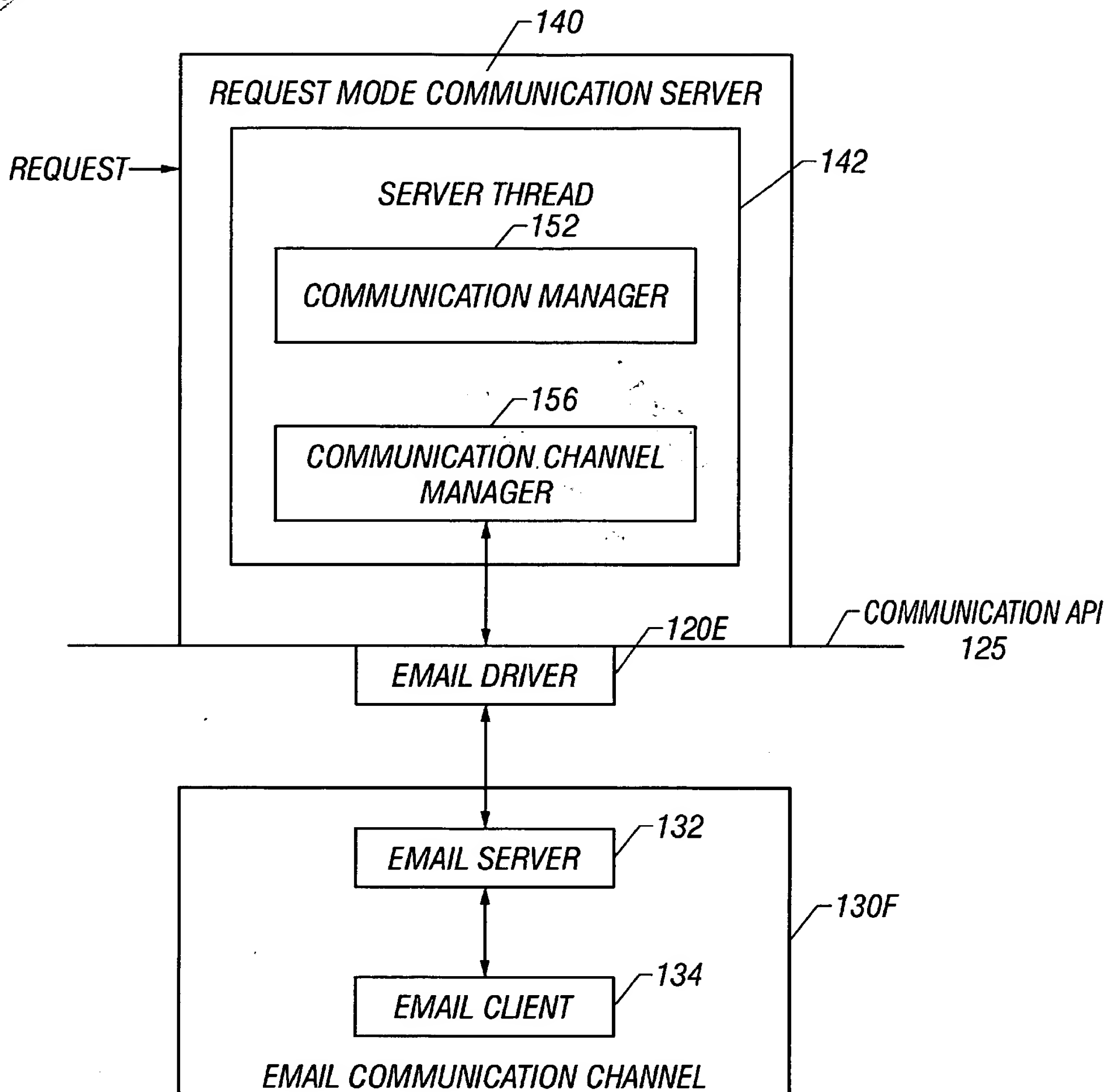


FIG. 1C

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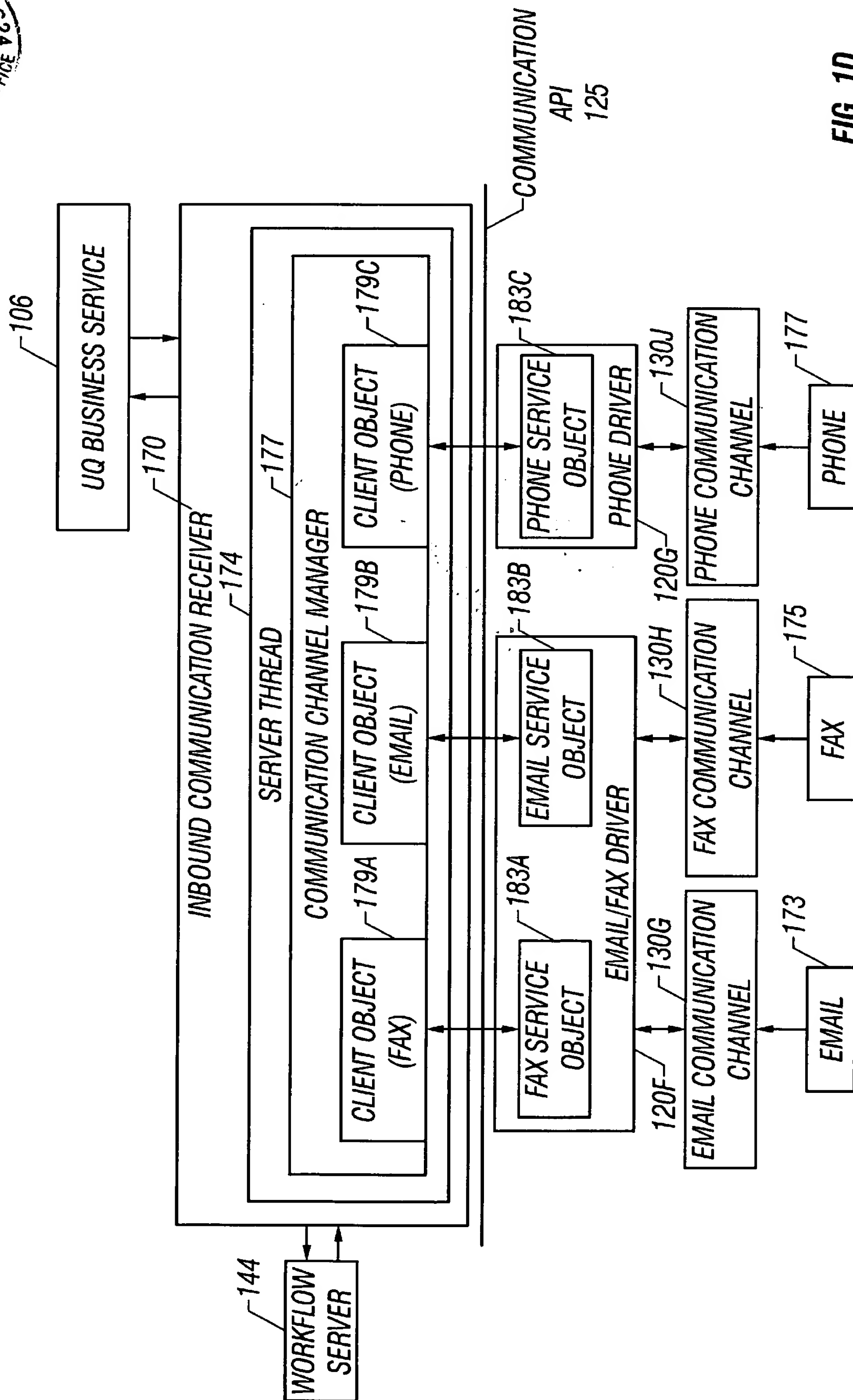


FIG. 1D

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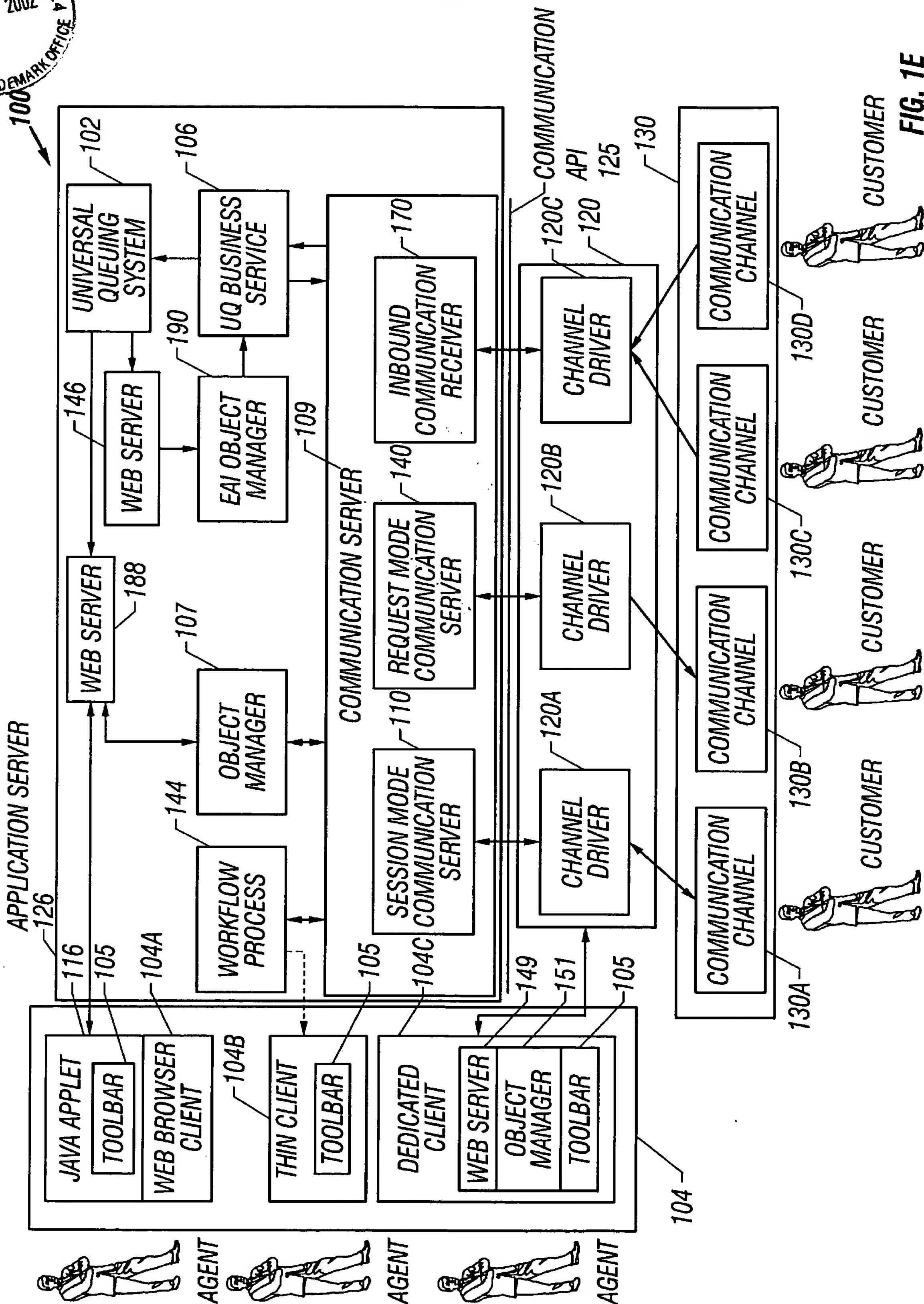


FIG. 1E



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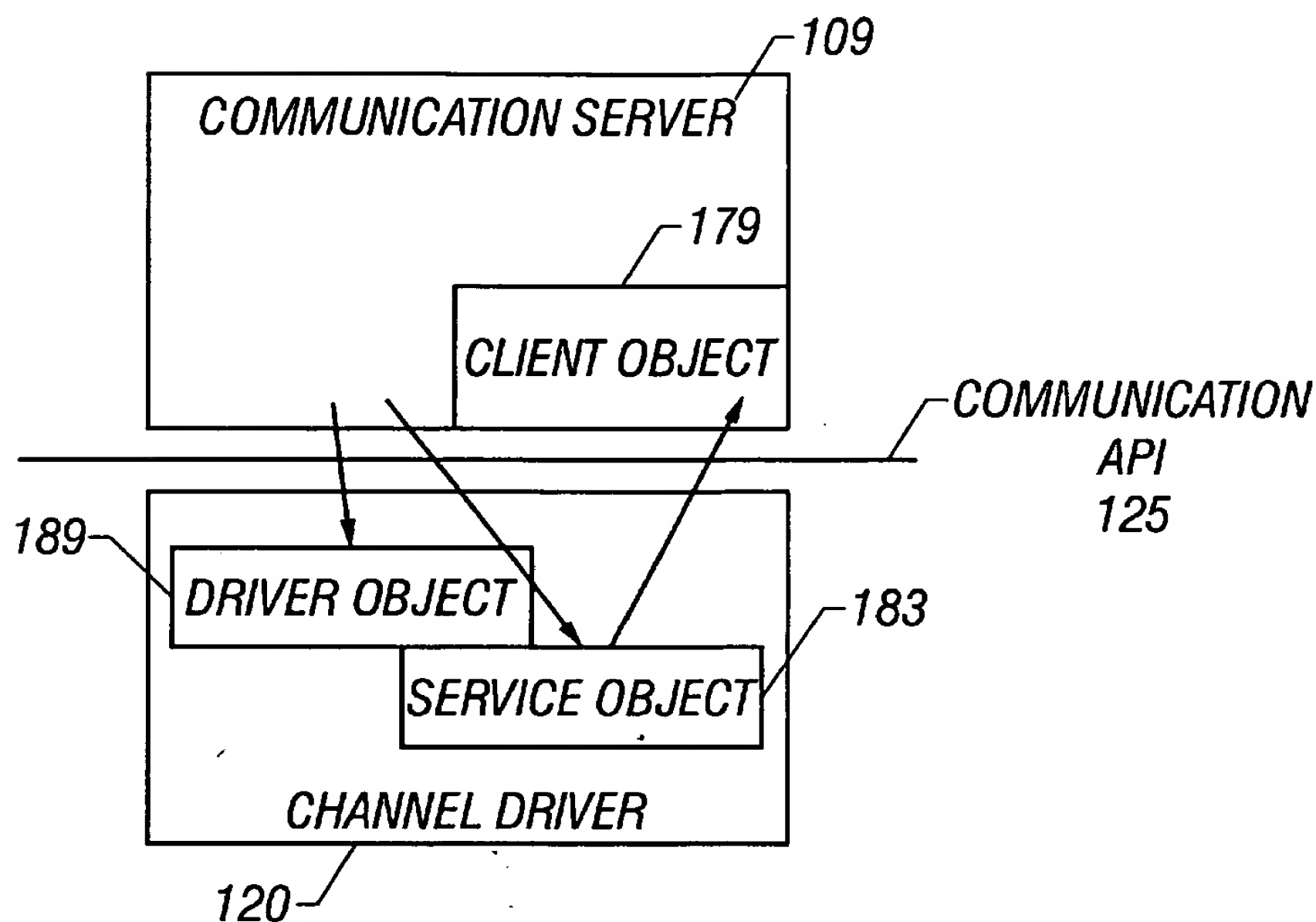


FIG. 1F

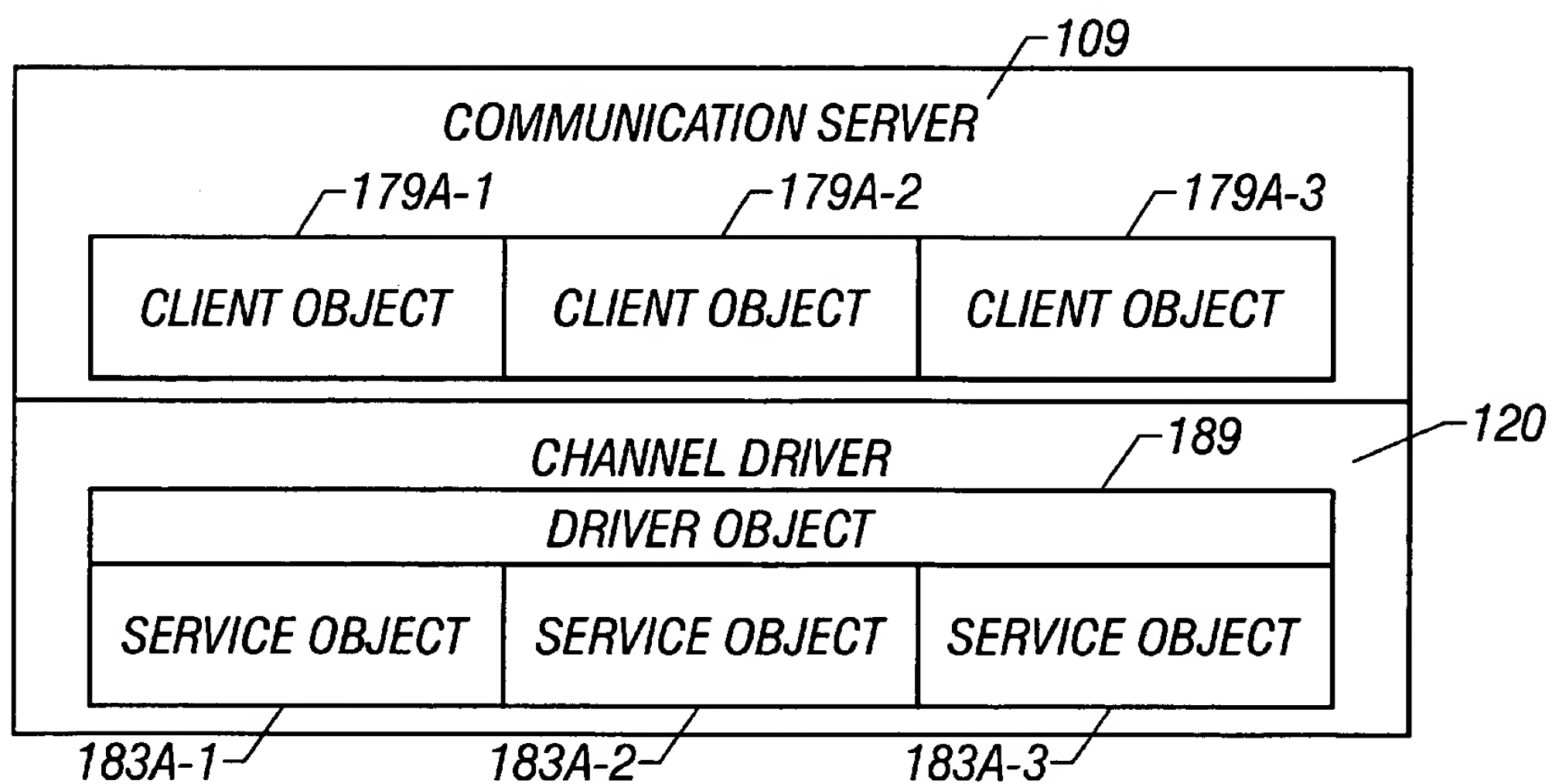


FIG. 1G

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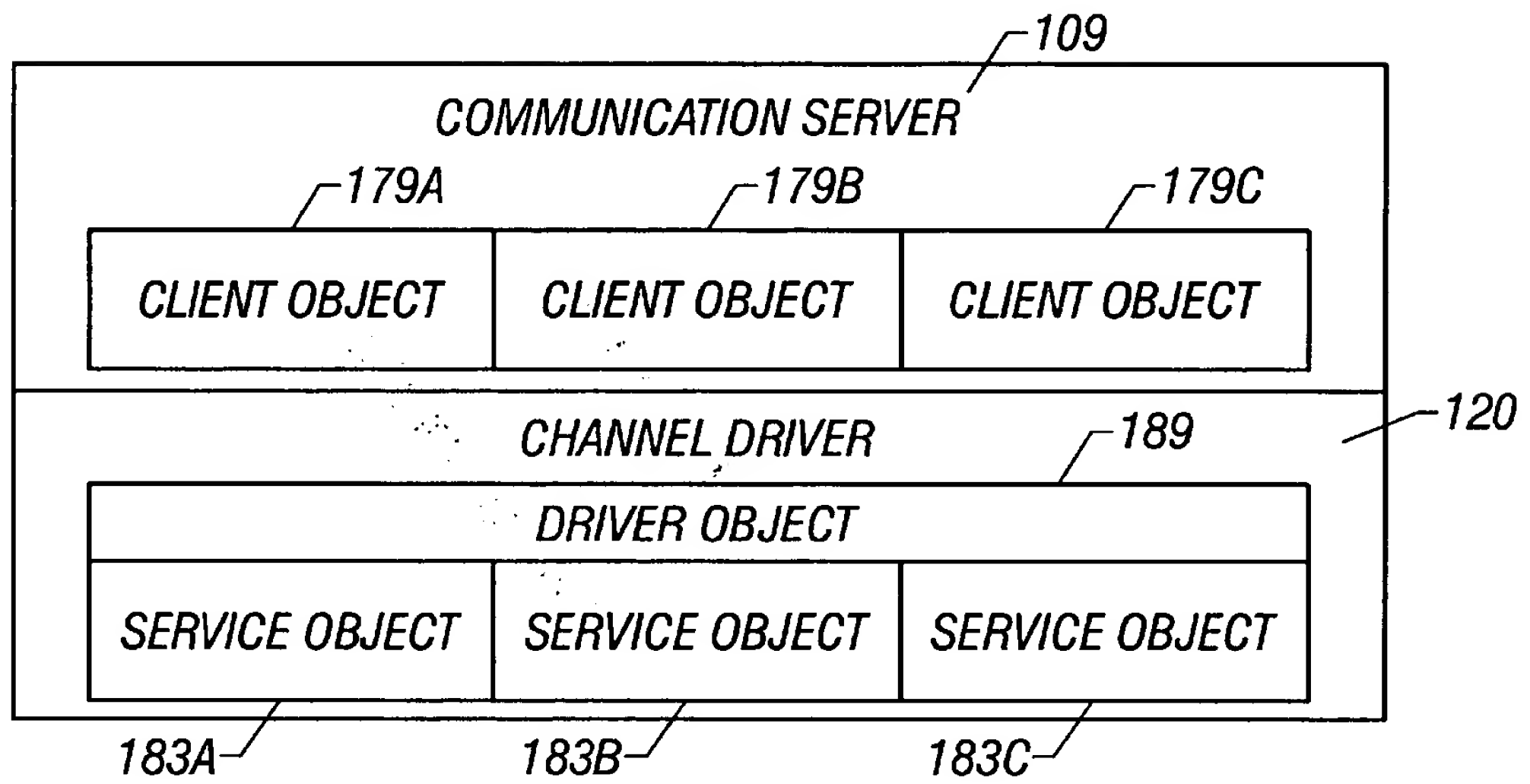


FIG. 1H

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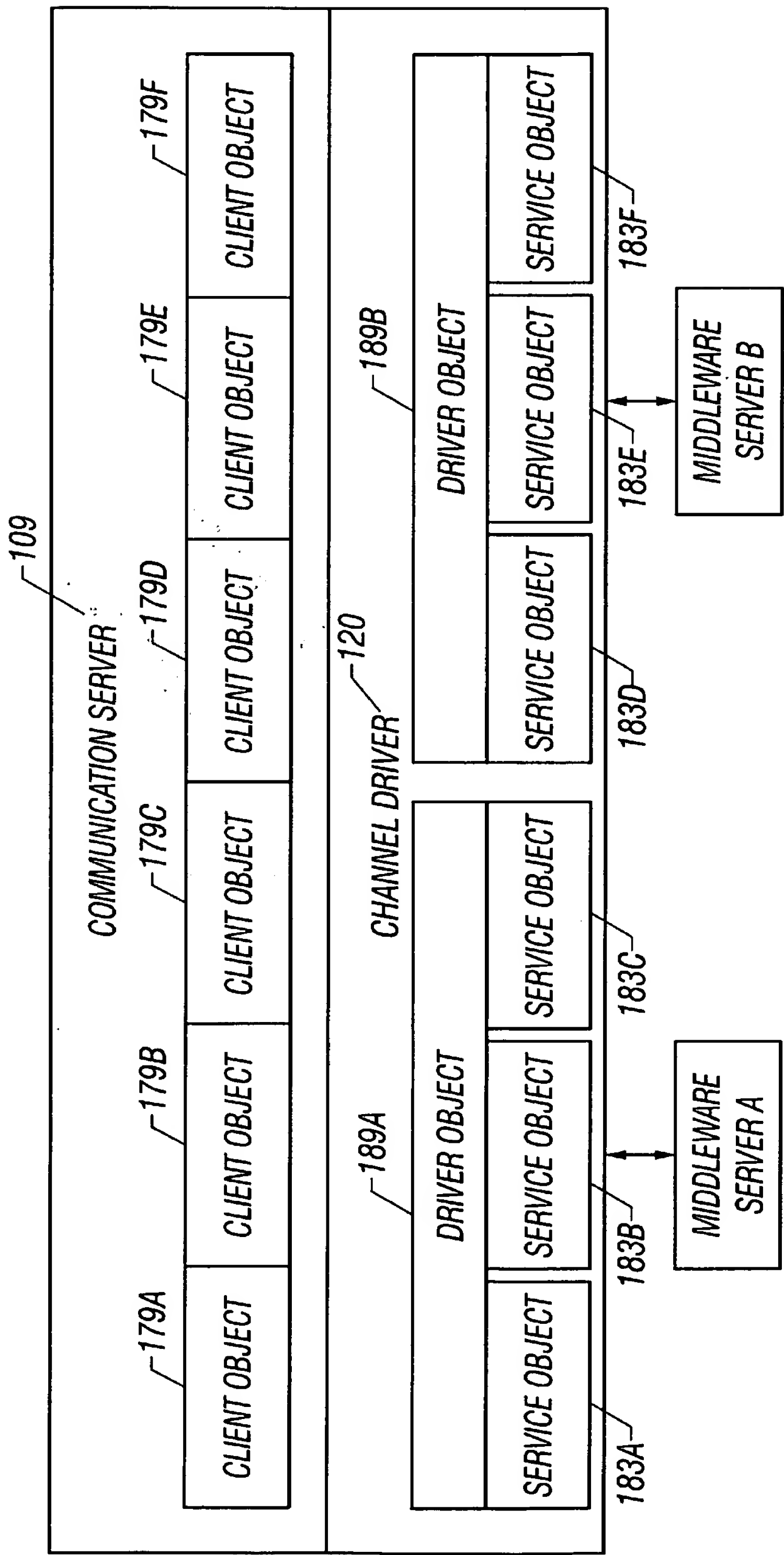


FIG. 1I

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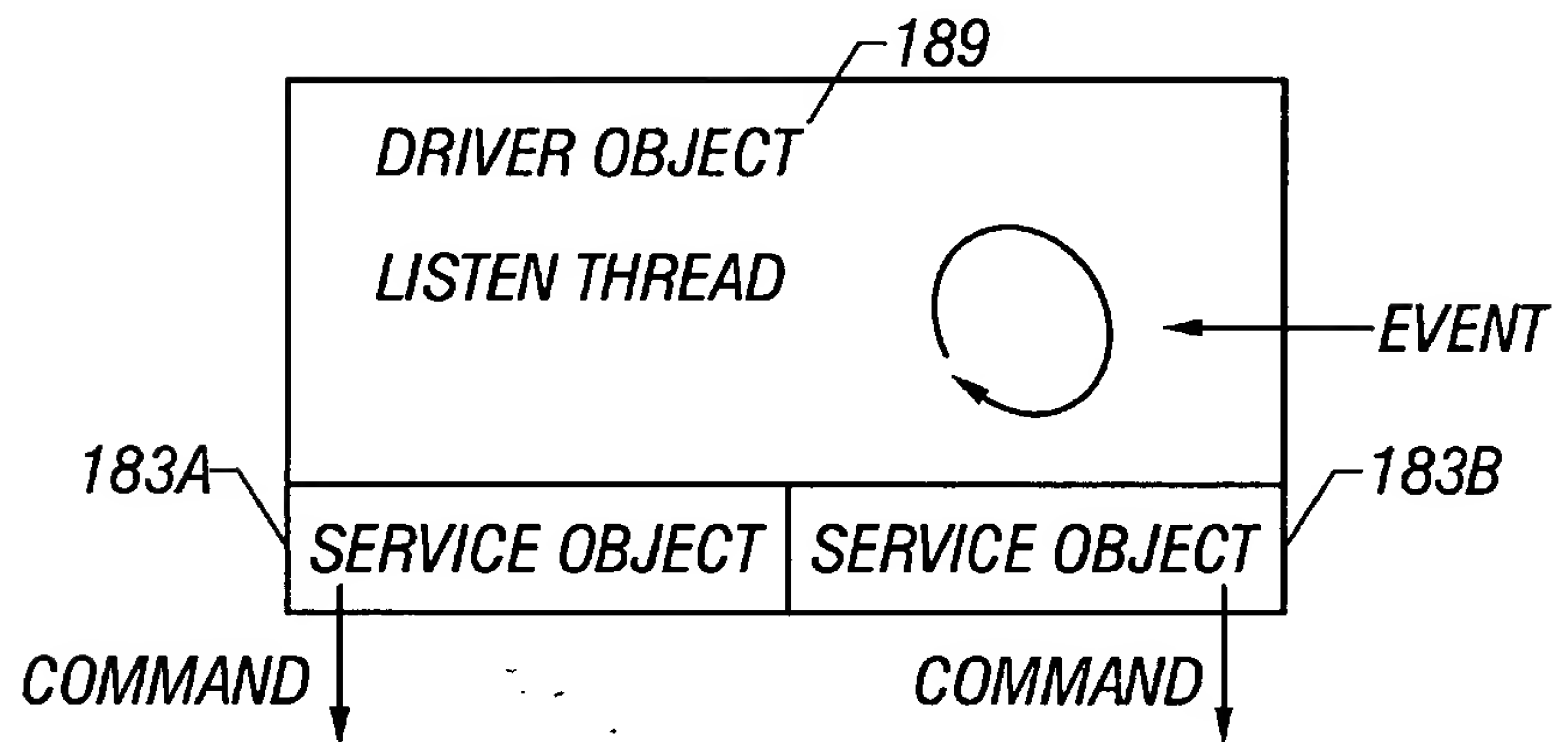


FIG. 1J

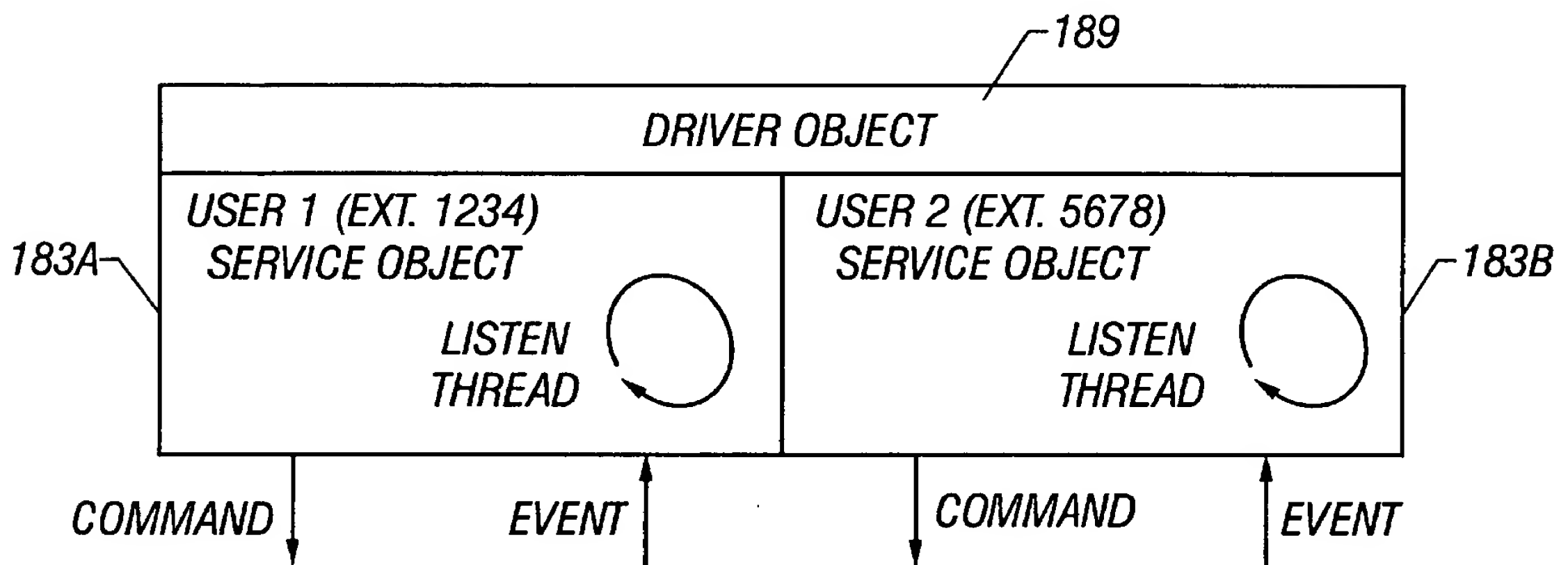


FIG. 1K

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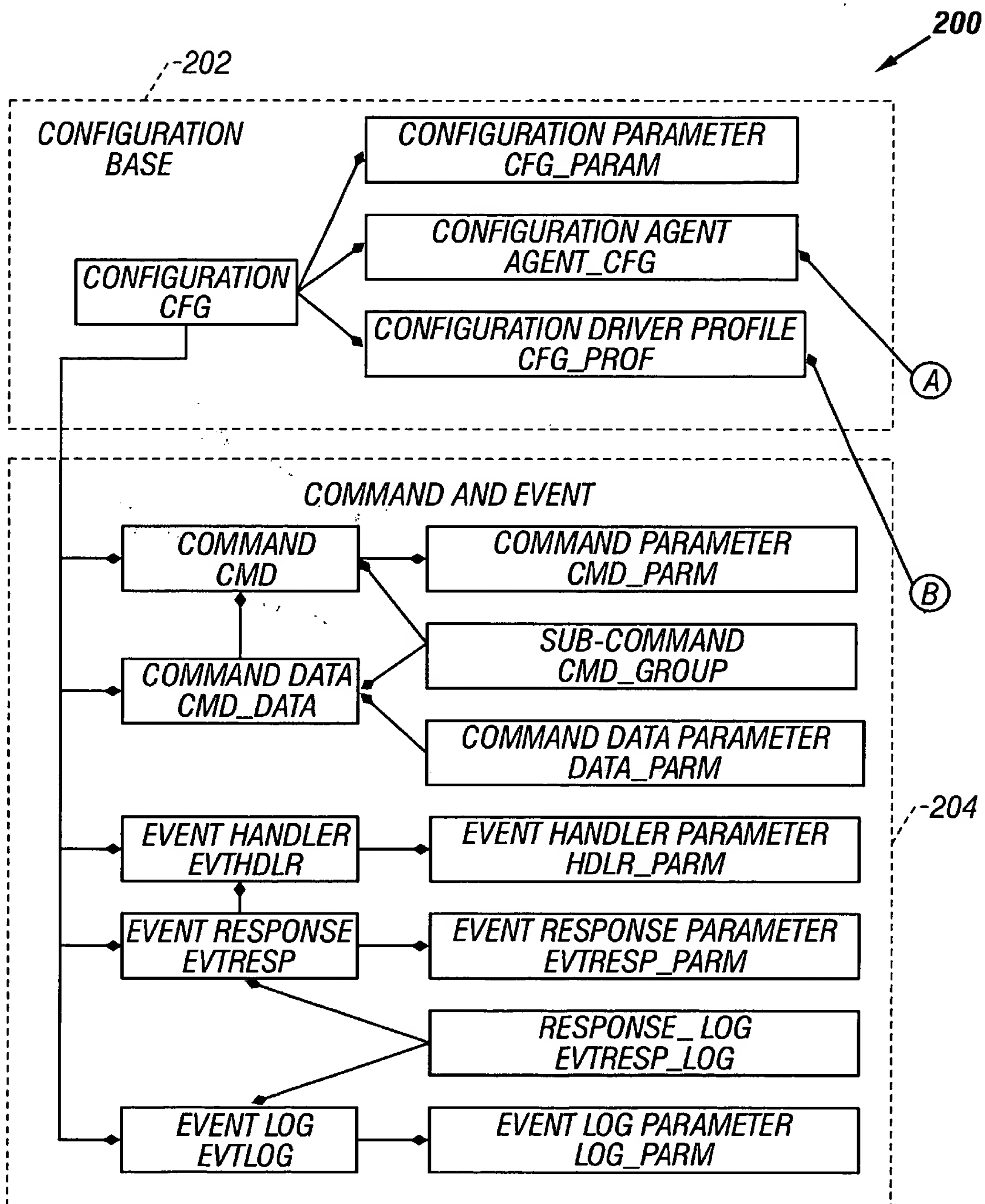


FIG. 2-1

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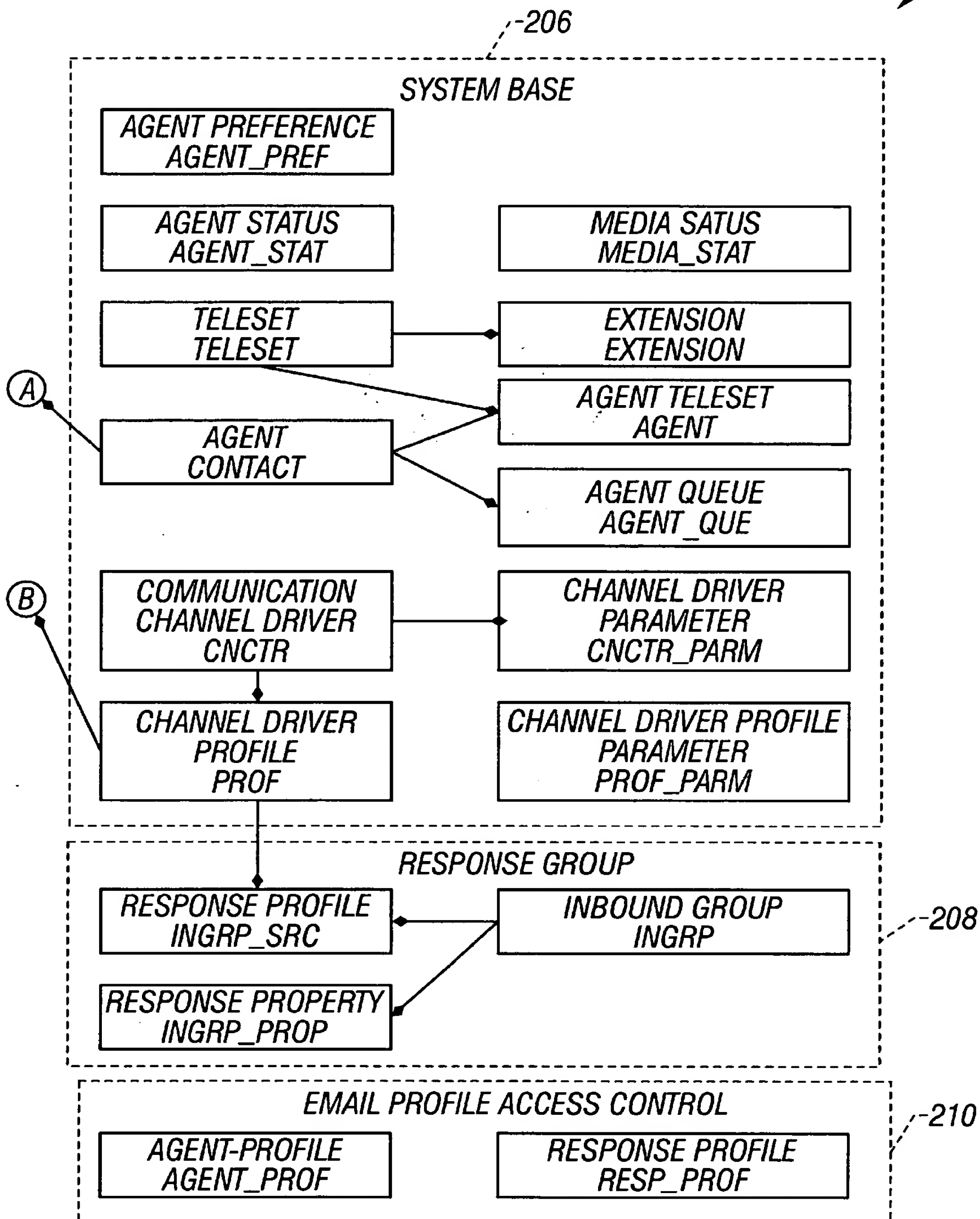


FIG. 2-2



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Column Name	Type	Length	Comments
CNCTR_ID	Varchar	15	Identifier for channel driver channel driver CNCTR. CNCTR refers to software <i>connector</i> .
NAME	Varchar	75	Name of channel driver.
MEDIA_TYPE	Varchar	50	Media type. The value of this column can be expanded by customer.
LIB_NAME	Varchar	250	File name of channel driver DLL
INBOUND_FLG	Char	1	To indicate whether this channel driver supports inbound communications
OUTBOUND_FLG	Char	1	To indicate whether this channel driver supports outbound communications
CNCTR_MEDIA_STR	Varchar	100	The media string defined by the driver vendor, which will be used at run time to invoke the media service for the channel driver.
DESC TEXT	Varchar	250	Comments
UQ_DRIVER_FLAG	Char	1	To indicate whether this channel driver is Universal Queuing type of channel driver

CNCTR, Communication Channel Driver Table

FIG._2a

Column Name	Type	Length	Comments
CNCTR_PARM_ID	Varchar	15	Identifier for channel driver parameter
NAME	Varchar	75	Name of channel driver parameter
DFLT_VALUE	Varchar	250	Default value of channel driver parameter
CNCTR_ID	Varchar	15	
REQUIRED_FLG	Char	1	To indicate whether this parameter must have a value at runtime

CNCTR_PARM, Channel Driver Parameter Table

FIG._2b

Column Name	Type	Length	Comments
PROF_ID	Varchar	15	Identifier for channel driver profile
NAME	Varchar	75	Name of channel driver profile
CNCTR_ID	Varchar	15	

PROF, Communication Channel Driver Profile Table

FIG._2c

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Column Name	Type	Length	Comments
PROF_PARM_ID	Varchar	15	Identifier for channel driver profile parameter
PROF_ID	Varchar	15	Channel Driver Profile ID
CNCTR_PARM_ID	Varchar	15	Parameter name ID
VALUE	Varchar	250	Override value of channel driver profile parameter.

PROF_PARM, Communication Channel Driver Profile Parameter Table

FIG. 2d

Column Name	Type	Length	Comments
AGENT_PREF_ID	Varchar	15	Identifier for agent preference
EMP_ID	Varchar	15	
SETTING_NAME	Varchar	75	Preference name
SETTING_VALUE	Varchar	250	Preference value
SETTING_TYPE	Varchar	50	Preference type, e.g., "CTI" or "Communication"

AGENT_PREF, Agent Preference Table

FIG. 2e

Column Name	Type	Length	Comments
AGENT_STAT_ID	Varchar	15	Identifier for agent status
EMP_ID	Varchar	15	Employee ID
PROF_ID	Varchar	15	The channel driver profile ID. Agent has different status for different types of channel driver profiles.
NOT_READY_FLG	Char	1	Is agent not ready?
BUSY_FLG	Char	1	Is agent busy?

AGENT_STAT, Agent Status Table

FIG. 2f

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Column Name	Type	Length	Comments
MEDIA_STAT_ID	Varchar	15	Identifier for media status
EMP_ID	Varchar	15	Employee ID
PROF_ID	Varchar	15	The channel driver profile ID of the channel driver profile to which the status corresponds.
MEDIA_OBJECT_STR	Varchar	250	The string to represent the media object (e.g. the agent's extension number, or the sender's address of an email)
WORKING_SINCE_DT	Date Time	7	Work item starting time
WORK_ITEM_STR	Varchar	250	Work item ID

MEDIA_STAT, Communication Media Status Table

FIG. 2g

Column Name	Type	Length	Comments
TELESET_ID	Varchar	15	Identifier for teleaset
NAME	Varchar	30	Teleset Name
HOSTNAME	Varchar	70	Hostname of the computer connected to the Teleset.
COMMENTS	Varchar	250	

TELESET, Teleset Table

FIG. 2h

Column Name	Type	Length	Comments
EXTENSION_ID	Varchar	15	Identifier for extension
TELESET_ID	Varchar	15	Teleset ID
DN_EXT	Varchar	15	Extension Information
EXT_ACD_QUE	Varchar	30	This is the ACD queue to which this extension belongs.
EXT_TYPE	Varchar	30	ACD Extension or standard extension
AUTO_LOGIN_FLAG	Char	1	Indicate if we need to login to ACD for this extension at startup.

EXTENSION, Extension Table

FIG. 2i

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Column Name	Type	Length	Comments
AGENT_ID	Varchar	15	Identifier for agent
PR_CFG_ID	Varchar	15	The primary configuration the agent uses.
EMP_ID	Varchar	15	Employee ID
ACTIVE_CFG_ID	Varchar	15	The currently active configuration.
ACTIVE_TELESET_ID	Varchar	15	The Teleset that the agent is currently using.

AGENT, Communication Agent Table

FIG. 2j

Column Name	Type	Length	Comments
AGENT_TELESET_ID	Varchar	15	Identifier for agent/teleset relationship
AGENT_ID	Varchar	15	Agent ID
TELESET_ID	Varchar	15	Teleset ID

AGENT_TELESET, Communication Agent-Teleset Table

FIG. 2k

Column Name	Type	Length	Comments
AGENT_QUEUE_ID	Varchar	15	Identifier for agent/queue relationship
AGENT_ID	Varchar	15	Agent ID
ACD_QUEUE_NAME	Varchar	30	ACD Queue
AUTO_LOGIN_FLAG	Char	1	Indicates need to login to ACD for this extension at startup.

AGENT_QUEUE, Agent-Queue Table

FIG. 2l

Column Name	Type	Length	Comments
AGENT_LIM_ID	Varchar	15	Identifier for agent limitation
AGENT_ID	Varchar	15	Agent ID
PROF_ID	Varchar	15	Channel Driver Profile ID that agent cannot use.

AGENT_LIM, Communication Agent Limitation Table

FIG. 2m

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Column Name	Type	Length	Comments
CFG_ID	Varchar	15	Identifier for configuration
NAME	Varchar	30	Configuration name
INGRP_FLAG	Char	1	To indicate whether this configuration is for inbound response group used in inbound communication receiver.
COMMENTS	Varchar	250	

CFG, Communication Configuration Table

FIG._2n

Column Name	Type	Length	Comments
CFG_PROF_ID	Varchar	15	Configuration/channel driver profile relationship
CFG_ID	Varchar	15	Configuration ID
PROF_ID	Varchar	15	Channel Driver Profile ID

CFG_PROF, Communication Configuration Channel Driver Profile Table

FIG._2o

Column Name	Type	Length	Comments
AGENT_CFG_ID	Varchar	15	Identifier for agent/configuration relationship
AGENT_ID	Varchar	15	Agent ID
CFG_ID	Varchar	15	Configuration ID

AGENT_CFG, Communication Agent-Configuration Table

FIG._2p

Column Name	Type	Length	Comments
CFG_PARM_ID	Varchar	15	Identifier for configuration parameterand
CFG_ID	Varchar	15	Configuration ID
NAME	Varchar	50	Parameter Name
VALUE	Varchar	50	Parameter Value
ACTIVE_FLG	Char	1	Active flag is set if the value is valid

CFG_PARM, Communication Configuration Parameter Table

FIG._2q

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Column Name	Type	Length	Comments
CMD_ID	Varchar	15	Identifier for command
CFG_ID	Varchar	15	Configuration ID
NAME	Varchar	70	Command name
TYPE	Varchar	50	Command type
PROF_ID	Varchar	15	The channel driver profile ID for the channel driver profile that this command is targeting.

CMD, Communication Command Table

FIG._2r

Column Name	Type	Length	Comments
CMD_PARM_ID	Varchar	15	Identifier for command parameter
CMD_ID	Varchar	15	Command ID
PARAM_NAME	Varchar	100	Command parameter name
PARAM_VALUE	Varchar	100	Command parameter value

CMD_PARM, Communication Command Parameter Table

FIG._2s

Column Name	Type	Length	Comments
CMD_DATA_ID	Varchar	15	Identifier for command data
CFG_ID	Varchar	15	Command ID
NAME	Varchar	100	Command parameter name
Comment	Varchar	200	Comment (optional)

CMD_DATA, Communication Command Data Table

FIG._2t

Column Name	Type	Length	Comments
CMD_DATA_PARAM_ID	Varchar	15	Identifier for command data parameter
CMD_DATA_ID	Varchar	15	Identifier for command data
PARAM_NAME	Varchar	100	Command parameter name
PARAM_VALUE	Varchar	200	

CMD_DATA_PARAM, Communication Command Data Parameter Table

FIG._2u

Column Name	Type	Length	Comments
CMD_GROUP_ID	Varchar	15	Identifier for group of commands
SUB_CMD_ID	Varchar	15	Foreign key to command table
ORDER	Number	10	Default "0"

CMD_GROUP, Communication Command Group Table

FIG._2v

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Column Name	Type	Length	Comments
EVTHDLR_ID	Varchar	15	Identifier for event handler
PROF_ID	Varchar	15	The channel driver profile ID for the channel driver profile from which this event originated.
NAME	Varchar	100	Event name
MEDIA_EVENT	Varchar	100	Identifier for event
ORDER	Number	10	Default "0"
EVT_RESP_ID	Varchar	15	Foreign key to event response table
Comment	Varchar	200	Comment (optional)

EVTHDLR, Communication Event Handler Table

FIG. 2w

Column Name	Type	Length	Comments
HDLR_PARM_ID	Varchar	15	Identifier for event handler response
EVT_HDLR_ID	Varchar	15	Identifier for event handler
PARAM_NAME	Varchar	100	Event parameter name
PARAM_VALUE	Varchar	200	Event parameter value

HDLR_PARM, Communication Event Handler Parameter Table

FIG. 2x

Column Name	Type	Length	Comments
EVTRESP_ID	Varchar	15	Identifier for event response
CFG_ID	Varchar	15	Identifier for configuration
NAME	Varchar	100	Event parameter name
COMMENT	Varchar	200	Comment (optional)

EVTRESP, Communication Event Response Table

FIG. 2y

Column Name	Type	Length	Comments
RESP_PARM_ID	Varchar	15	Identifier for event response parameter
EVTRESP_ID	Varchar	15	Identifier for event response
PARAM_NAME	Varchar	100	Event response parameter name
PARAM_VALUE	Varchar	200	Event response parameter value

EVTRESP_PARM, Communication Event Response Parameter Table

FIG. 2z

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Column Name	Type	Length	Comments
EVTLOG_ID	Varchar	15	Identifier for event log
CFG_ID	Varchar	15	Foreign key for configuration table
NAME	Varchar	100	Event parameter name
COMMENT	Varchar	200	Comment (optional)

EVTLOG, Communication Event Log Table

FIG._2aa

Column Name	Type	Length	Comments
LOG_PARM_ID	Varchar	15	Identifier for event log parameter
EVTLOG_ID	Varchar	15	Identifier for event log
PARAM_NAME	Varchar	100	Event log parameter name
PARAM_VALUE	Varchar	200	Event log parameter value

LOG_PARM, Communication Event Log Parameter Table

FIG._2bb

Column Name	Type	Length	Comments
RESP_LOG_ID	Varchar	15	Identifier for response log
EVTRESP_ID	Varchar	15	Identifier for event response
EVTLOG_ID	Varchar	15	Identifier for event log
LOG_TYPE	Varchar	100	Type of EventLog declaration specified in EventResponse definition.

EVTRESP_LOG, Event Response-Event Log Table

FIG._2cc



FIG. 3

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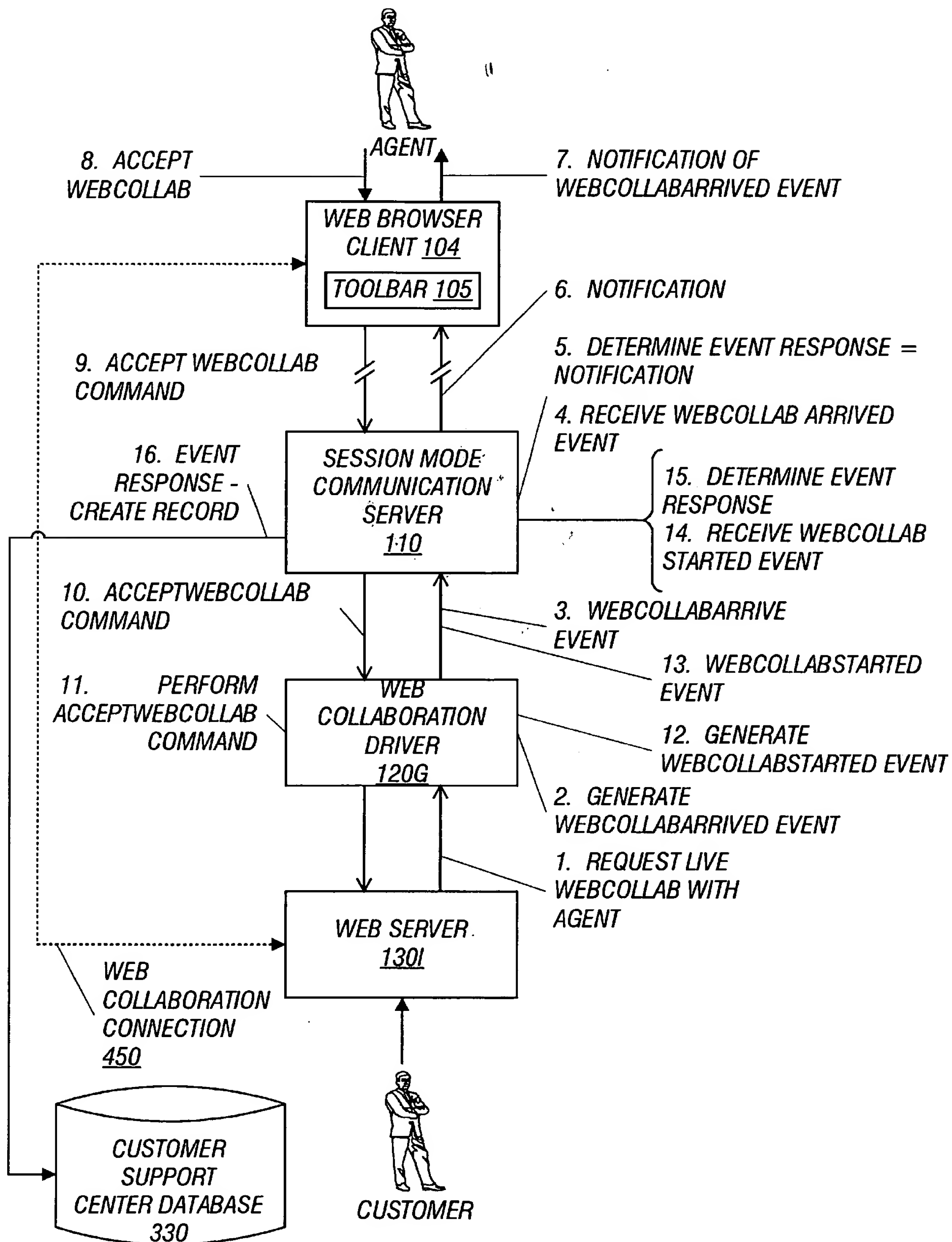


FIG. 4

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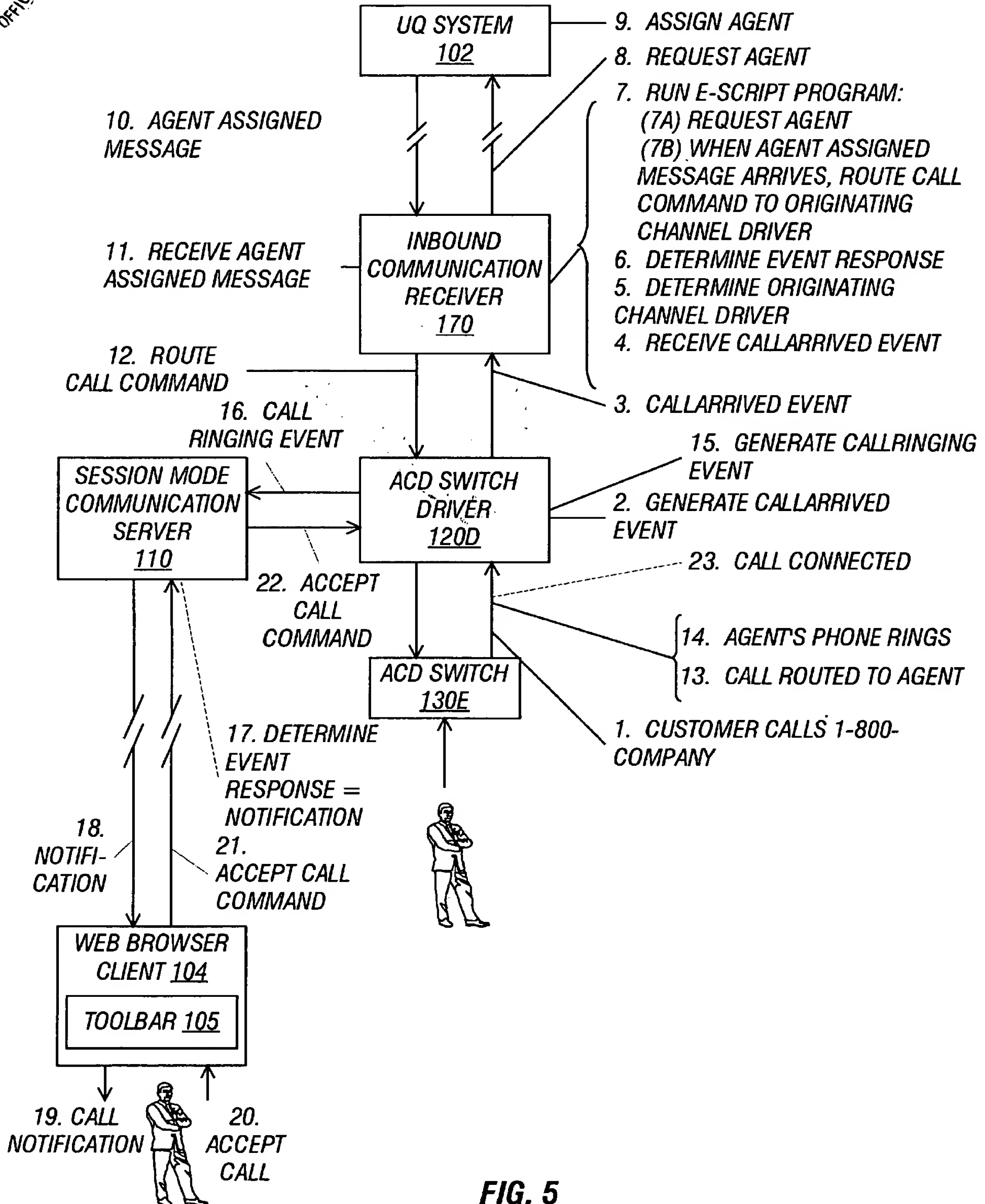


FIG. 5